

## SC DMH Client Advocacy Report July 2012

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	22	141
Harris	15	87
Morris Village	6	24
Hall	6	49
Tucker	2	31
Forensics (GEO & Bldg. 1)	26	152
Mental Health Centers	28	194
<b>Total</b>	<b>105</b>	<b>678</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	123	1130
Information, Referral & Other Assistance <sup>1</sup>	7	70

### AT A GLANCE

Type of Complaint Resolved	Inpatient <sup>2</sup> Year-to-date	Forensics <sup>3</sup> Year-to-date	Centers <sup>4</sup> Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	67	9	26	19	102
2) Admission & Discharge	94	44	4	23	142
3) Information & Advocacy	17	14	4	2	35
4) Physical Environment	13	11		5	24
5) Inpatient Rights	112	58	3	28	173
6) Personal Property & Money	38	30	16	10	84
7) Confidentiality & Consent	11	4	16	5	31
8) Treatment	46	14	138	19	198
9) Other Rights Issues	15	7	31	12	53
<b>Total<sup>5</sup></b>	<b>413</b>	<b>191</b>	<b>238</b>	<b>123</b>	<b>842</b>

<sup>1</sup> Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

<sup>2</sup> Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: Just Care & Crafts Farrow Campus.

<sup>4</sup> Centers: All DMH community mental health centers, programs and community residential facilities.

<sup>5</sup> Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force	9	4	1	4	14
b. Excessive Restraint, Seclusion & PRNs	9			4	9
c. Sexual Abuse		1			1
d. Verbal Abuse or Violations of Dignity	35	4	21	8	60
e. Neglect	12		2	3	14
f. Financial Exploitation	2		2		4
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	55	18		9	73
b. Community Placement (where)	23	10	3	8	36
c. Periodic Court Review	5	6	1	3	12
d. Questions, Education & Other	11	10		3	21
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	10	9	1	2	20
b. Access to Legal Resources	5	5	2		12
c. Questions, Education & Other	2		1		3
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	5	6		2	11
b. Linens, Clothes & Toiletries	5	1		2	6
c. Disrepair of Physical Plant	1	2			3
d. Cleanliness of Facilities	2	2		1	4
<b>5) Inpatient Rights</b>					
a. Privacy	5	2	1	2	8
b. Safety	9	5	1	4	15
c. Freedom, Privileges & Fairness	49	17	1	10	67
d. Communication	17	18		5	35
e. Health Care	32	16		7	48
<b>6) Personal Property &amp; Money</b>					
a. Property	21	14	1	4	36
b. Money, Entitlements, Rep. Payee	12	14	1	3	27
c. Billing Issues	1		12	3	13
d. Other Non-DMH Issues	4	2	2		8
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	4		7	2	11
b. Breach of Confidentiality	5	1	7	3	13
c. Issues of Consent, Confidentiality, etc.	2	3	2		7
<b>8) Treatment</b>					
a. Eligibility for Services	4		29	5	33
b. Accessibility to Staff & Treatment	4	3	48	7	55
c. Individualized, Client-Driven	32	8	60	7	100
d. Right to Refuse Treatment	6	3	1		10
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education		3	1	1	4
b. Religion	4	1		1	5
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing	3		17	7	20
f. Legal assistance for Non-DMH issues	8	3	13	3	24

